

# POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY  
Department of Administrative Services

DIVISION OR INSTITUTION  
Office of Information Technology

UNIT OR OFFICE  
ISD/Enterprise Shared Services

POSITION NUMBER  
20006339 (41516.0)

State Agency    County Agency    New Position    Change

County of Employment  
Franklin

USUAL WORKING TITLE OF POSITION  
IT Manager 2

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
20006358 (41568.0) Information Technology Consultant 3

NORMAL WORKING HOURS (Explain unusual or rotating shift)  
8:00 a.m. - 5:00 p.m.

Page 1 of 2

## JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
60	<p>Utilizes high-level &amp; complex computer programming, analysis &amp; design techniques to perform project management functions on behalf of the Enterprise Shared Services (ESS) Data Systems Administrator &amp; management to manage multiple &amp;/or sensitive projects: supervises a team of EDI/DX systems analysts in analyzing &amp; designing large and/or complex EDI/DX systems (e.g., analyzes user needs &amp; existing functions to determine feasibility &amp; requirements for EDI/DX hardware configurations, peripheral equipment, maintenance support, mainframe interface, &amp; memory storage devices; prepares estimates of time, cost, supplies &amp;/or personnel; analyzes charts); assists staff in resolving difficult problems by providing technical assistance; receives user requests &amp; assigns &amp;/or reviews work; oversees preparation of system &amp; user documentation; enforces compliance with system design standards &amp; recommends changes in unit/section procedures &amp;/or standards; investigates &amp; researches EDI/DX technology trends for possible applications in state government; consults with agency representatives to ensure effective use of EDI/DX resources.</p>	<p>Knowledge of (1) project management; (2) employee training &amp; development; (3) supervisory techniques; (4) public relations; (5) agency/division policies &amp; procedures*; (6) interviewing; (7) electronic commerce activities as they relate to other electronic data processing activities; (8) fiscal operations/budgeting; (9) EDI/DX systems; (10) HIPPA laws, rules, &amp; regulations; (11) customer relations management; (12) meeting management techniques; Skill in (13) operation of personal computer &amp; associated hardware &amp; software; (14) use of ANSI X12 &amp; EDISIM; Ability to (15) deal with many variables &amp; determine specific action; (16) read &amp; interpret extensive variety of technical information systems material; (17) communicate effectively with agency representatives, large &amp; small audiences on technical &amp; non-technical issues; (18) interpret complex technical documents &amp; position papers; (19) write status reports &amp; policy documents; (20) effectively resolve service level issues with other agencies; (21) originate position papers concerning the application of EDI/DX technology.</p>

JOB CODE TITLE  
64133 Information Technology Manager 2

APR 8-27-08 CB

JOB CODE  
64133

List Position Numbers & Class Titles of Positions Directly Supervised:

- 20006338 (41514.0) SA3
- 20006341 (41520.0) SA3
- 20006342 (41522.0) SA2
- 20006344 (41526.0) SA1
- 20006347 (41532.0) ITC3
- 20006348 (41534.0) ITC2

SIGNATURE OF AGENCY REPRESENTATIVE



DATE

8/14/08

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30	<p>Serves as liaison to state, county &amp;/or federal representatives, vendors and/or contractors: establishes &amp; maintains customer contacts; instructs &amp; trains users in operation &amp; procedures for new EDI/DX systems; attends seminars &amp;/or classes; represents the EDI/DX Group at state &amp;/or national meetings as required; coordinates &amp; conducts EDI/DX meetings with agency data processing administrators, business managers, division management &amp; legal counsel; develops long-range EDI/DX systems plans, strategies &amp; policies based on findings; develops EDI/DX budgets; presents EDI/DX strategies/plans to agency representatives, consultants &amp; EDI/DX user groups; prepares bid specifications as needed; prepares responses to agency inquiries for quotations &amp; bids; meets with ESS staff to discuss projects &amp; resolves technical issues; develops &amp; implements action plans to improve staff development; ensures staff provides high quality, accessible, cost effective customer-focused services; builds relationships with all IT units to ensure that IT-delivered services &amp; end-user productivity goals are understood &amp; exceeded; develops, implements &amp; monitors departmental policies &amp; procedures which support the organization's goals &amp; business objectives &amp; ensures they are met; leverages IT service delivery best practices &amp; process frameworks, such as the Information Technology Infrastructure Library (ITIL) to drive continual process improvement.</p>	<p>Knowledge of 1, 2, 3, 4, 5, 6, 7, 8, 10, 11, 12 Skills in 13, 14 Ability to 15, 16, 17, 18, 19, 20, 21</p>
10	<p>Performs other related duties as assigned: monitors financial performance &amp; identifies &amp; implements strategies to reduce costs &amp; improve quality of services; develops, manages, measures &amp; reports on key service-level metrics; performs end-user satisfaction surveys (e.g., transactional &amp; periodic) &amp; develops action plans to address areas needing improvement; represents ESS at conferences, on technical committees &amp; at meetings with other government or agency officials.</p> <p>This position is overtime exempt and must submit to and pass a personal background check.</p>	<p>Knowledge of 1, 2, 4, 5, 6, 7, 8, 10, 11, 12 Skills in 13, 14 Ability to 15, 16, 17, 18, 19, 20, 21</p>

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